

## IF YOU ARE FAMILY OR A FRIEND OF A VICTIM

- Protect their confidentiality and privacy.
- Try to understand their point of view and don't take their anger or confusion personally.
- Let them know you are sorry about what has happened and that you do not blame them.
- If they are very distressed, try to find professional help from a doctor or counsellor.
- If you become distressed yourself, consider getting help too.

To get more information about support and rights for victims of crime, contact the **Victims Access Line** or any of the other services listed here.

## SOME SERVICES FOR VICTIMS OF CRIME

### Victims Services

1800 633 063 (8am - 6pm, Mon to Fri)  
• [www.victimsservices.lawlink.nsw.gov.au](http://www.victimsservices.lawlink.nsw.gov.au)

Victims of crime can call the Victims Access Line for information and support.

### Child Protection Helpline

132 111 • TTY 1800 212 936 (24 hours a day)

If you are concerned that a child has been abused, or is at risk of being abused, contact the Community Services helpline.

### Domestic Violence Line

1800 656 463 • TTY 1800 671 442 (24 hours a day)  
Counselling for women and children affected by domestic violence.

### Enough is Enough Anti Violence Movement Inc

(02) 9542 4029 (9am - 5pm, Mon to Fri)

• [www.enoughisenough.org.au](http://www.enoughisenough.org.au)

Information, including education programs, support for victims of road trauma and development of cooperative justice.

### Homicide Victims' Support Group (Aust) Inc

(02) 8833 8400 (9am - 5pm) or 1800 191 777

(24 hours a day) • [www.hvsgnsw.org.au](http://www.hvsgnsw.org.au)

Support group for individuals who lose a family member as a result of homicide.

### Mission Australia Court Support Service

(02) 9356 0604 or 0419 695 328 (9am - 5pm, Mon to Fri)

Practical and emotional support for victims of crime who are attending court throughout the Sydney metro area.

### Police

(02) 9281 0000

Ask to be put through to your local police station and ask for the officer taking care of your matter.

### Sexual Assault Services

Contact the local hospital in your area and ask for the Sexual Assault Unit.

### Victims of Crime Assistance League Inc NSW (VOCAL)

(02) 4961 4755 (9am - 5pm, Mon to Fri)

• [www.vocal.org.au](http://www.vocal.org.au)

Support for victims of crime in the Hunter region including road trauma, court preparation support, community education and practical strategies.

### Victims Registers

(02) 8346 1374 Corrective Services NSW

(02) 9816 5955 Forensic Unit,  
Mental Health Review Tribunal

(02) 9219 9400 NSW Juvenile Justice

For victims when offenders are in custody.

### Witness Assistance Service

(02) 9285 2502 or 1800 814 534 (Toll free)

• TTY (02) 9285 8646

Information and support for court cases being tried by the Office of the Director of Public Prosecutions.

© State of New South Wales through Victims Services, Department of Attorney General and Justice, June 1999 (REV 11/2013). This work may be freely reproduced for personal, educational and government purposes.

Alternative formats of this information are available.

This document has been prepared by Victims Services for general information purposes. 978 1 921590 79 5 (online) PT01 • REV 11/2013



Victims Services  
Attorney General & Justice

## Recovering from crime

If you are a victim of crime in NSW  
call the **Victims Access Line** for  
information and support

**1800 633 063**

## NORMAL REACTIONS TO A CRIME

Becoming a victim of a crime can be a distressing life event:

- You may have a range of reactions such as anxiety, fear, nightmares and problems relating to others.
- Not everyone has the same reaction and some people may have a delayed reaction.
- Depending on what happened, it will usually take 6-8 weeks to feel more in control again. For some, it could take a lot longer.
- It is helpful to remember there are different ways to recover from what has happened.
- Seek help as soon as possible after the crime.
- You can talk to someone you trust or choose from the services listed on the back of this brochure.

## SOME POSSIBLE EFFECTS

Victims of crime and their family and friends may experience some of the following effects.

Physical effects can include:

- feeling tense or jumpy
- difficulty sleeping
- nightmares
- constant tiredness
- feeling uncoordinated
- loss of appetite.

Emotional effects can include:

- feelings of “going crazy”
- sadness, grief or loss
- anger or irritability
- feeling guilty.

Cognitive effects can include:

- poor attention span
- difficulty making decisions
- confusion
- slowed thinking
- forgetting details of daily life.

Behavioural effects can include:

- avoiding people or places that remind you of the event
- using alcohol or drugs to numb your feelings
- staying busy to block out thoughts of the crime.

*Many of these reactions will fade over a period of weeks, although some might last longer.*

## SOME WAYS TO COPE

- Allow yourself to feel your emotions.
- Allow yourself to feel the pain.
- Keep notes on your progress.
- Make daily decisions to regain a feeling of control.
- Spend time with others but allow yourself some time out.
- Re-establish your normal schedule as soon as possible.
- Try to rest, sleep, exercise and eat regularly.
- Undertake daily tasks with care until your stress reduces.
- Consider seeing your doctor or a counsellor for professional help.

## IT HELPS NOT TO...

- blame yourself for what happened – it was not your fault
- bottle up your emotions – find someone you can talk to
- make life-changing decisions – at least until you feel recovered.